



DEPARTMENT OF CORRECTIONS POLICIES AND PROCEDURES

Policy No.: DOC 1.9.4	Subject: END USER SYSTEMS DEVELOPMENT
Chapter 1: ADMINISTRATION AND MANAGEMENT	Page 1 of 3
Section 9: Information Systems	Revision Date: June 26, 2002
Signature: /s/ Bill Slaughter	Effective Date: Dec. 1, 1996

I. POLICY:

It is the policy of the Montana Department of Corrections to allow end user development of Department business systems when procedures are followed to ensure the reliability, stability, accuracy and maintainability of the systems developed.

II. IMPLEMENTATION:

This policy was re-numbered without content change on June 26, 2002.

III. AUTHORITY:

2-15-112, MCA. Duties and Powers of Department Heads

53-1-203, MCA. Powers and Duties of Department of Corrections

IV. DEFINITIONS:

Accuracy means that the system produces results that can be verified as accurate and correct.

Department Business Systems means a system or systems that process data in a way that staff in the Department rely upon the results to make business decisions which impact more than a single business unit. For example, a Lotus 1-2-3 spreadsheet that an individual bureau used to manage its budget would not meet this definition (a desktop data management system), while one relied upon by several bureaus probably would. This is not always a clear distinction. The key factor is how seriously system failure might impact more than a small sector of the Department in its ability to fulfill its mission.

End Users include offenders who may be employed by the Department.

Policy No.: DOC 1.9.4	Chapter 1: Administration and Management	Page 2 of 3
Subject: END USER SYSTEMS DEVELOPMENT		

Maintainability means that the system is well documented so that someone other than the person originally developing the system can easily take over responsibility for it.

Reliability means that a system gives consistent results over time when processing the same or similar data.

Stability means that the system maintains maximum "up time" in a variety of operating situations. It is not prone to "crashing".

V. PROCEDURES:

- A. This policy is not intended to discourage initiative, creativity, or more effective use of computers by Department end users. Rather, it recognizes that with the placement of more computing power with end users there are certain risks that can be minimized.
- B. In general, the more reliance placed upon a system, and the more it affects the ability of numerous staff to perform their jobs, the more the development of that system should follow the traditional and established procedures for systems design and development.
- C. This policy does not attempt to outline all of the principles and procedure for system design and development. The Information Technology Bureau is available to assist end users in this regard when appropriate.
- D. Key Issues:
 1. Systems should be developed using State and/or Department standard software. Typically, this is not an issue until the system requires a database or programming language. Systems developed using nonstandard software are at risk for future support, either from within the Department or by the Department of Administration.
 2. Systems should always be thoroughly tested, with results being verified by manual calculations for accuracy. This testing should involve both "test" and "actual" data. Test data typically only checks calculations in extreme situations. Actual data is the reality the system must face day-in and day-out.

Policy No.: DOC 1.9.4	Chapter 1: Administration and Management	Page 3 of 3
Subject: END USER SYSTEMS DEVELOPMENT		

3. Systems should be documented. This documentation should be complete, clear and concise to the extent that an individual other than the original developer can take over system maintenance and support. This is intended to prevent system problems after the developer has transferred, terminated, etc.

4. Managers are cautioned that there are significant risks involved and that short-term expediency may result in serious long-term consequences. The Information Technology Bureau is available to review the specific situation whenever there are questions, concerns or doubts, and to advise individual end users and/or managers about potential risks.

VI. CLOSING:

Questions concerning this policy should be directed to the Information Technology Bureau Chief.